



servicing the travel change request according to processing from the second travel counselor by modifying the travel booking to produce a modified travel booking; and storing the modified travel booking in the central repository.

2. (Previously Presented) The method of claim 1, further comprising the step of connecting a plurality of travel vendor databases to the host server.

3. (Previously Presented) The method of claim 1, further comprising the step of providing direct access to the host server for a plurality of external customers.

4. (Previously Presented) The method of claim 1, further comprising the step of providing a plurality of travel counselor offices, wherein each of the travel counselor offices has access to the host server by said plurality of travel channels.

5. (Original) The method of claim 1, wherein the step of receiving a travel booking comprises receiving a travel booking by an unformatted e-mail message.

6. (Cancelled)

7. (Original) The method of claim 1, wherein the travel booking comprises flight reservation information, hotel reservation information, and car rental information.

8. (Original) The method of claim 1, further comprising the step of storing fulfillment information in the central repository for the travel booking.

9. (Cancelled)

10. (New) The method of claim 1, wherein the step of receiving a travel change request comprises receiving the travel change request by a travel channel other than a telephone or a travel counselor's office.

11. (New) The method of claim 1, wherein the step of receiving a travel change request comprises receiving the travel change request using an internet connection.

12. (New) The method of claim 1, wherein the step of receiving a travel change request comprises receiving the travel change request sent from a kiosk.

13. (New) The method of claim 1, wherein the plurality of travel channels further includes a voice recognition system.